State Use of Online File Storage

Purpose and Outcomes
Establish guidance for agencies on:
- Appropriate employee uses of online file storage services for state government
- Configuring and consuming these online services to maintain agency visibility, access, and management of state data.
- Avoiding mistakes or misuse that place state data at risk.

Problem to solve or Opportunity to Gain
Online File Storage services offer powerful and convenient methods to share files among people or, for an individual, synchronize files between multiple devices. There are many consumer based solutions on the market today that end users are deploying for personal use and are bringing into state government, with or without agency approval. While these solutions work for consumers, many are inadequate for government use where requirements are much greater for sensitive state data. The state should permit and recommend safe uses of these services and avoid misuse that lead to data compromise and financial or personal loss.

Approach
1. Form a small multi-disciplinary team from across agencies with one or two subject matter experts representing the following disciplines:
   - Business units using or needing to use online file sharing services
   - Records Management / Risk Management
   - Public Disclosure
   - IT Security
   - Legal Counsel – Terms of Service / Procurement
   - IT Staff
   - State IT Policy

2. OCIO staff will prepare draft guidance to jumpstart discussions
3. The team will hear presentations from several leading service providers on the features and uses Online File sharing services, then identify the opportunities, issues, and risks involved from their various perspectives.
4. Then the team will:
   - Establish guidance for using cloud storage services that balance business enablement, ease of access, and collaborative capacity with the requirement to maintain control and security of information assets
   - Identify acceptable and unacceptable uses of these services, along with opportunities, risks, issues, and mitigating measures that feed the guidance to agencies.
   - Update the draft guidance document
   - Distribute the first release of the guidance to the community for feedback by the end of January

Timeline
January 3 - Kickoff meeting - Outcomes, Approach, Discuss first draft of guidance
January 8 – Vendor presentations, team discussion on changes to guidance
January 11 – OCIO provides second draft to team
January 18 – Team provides written changes to second-draft guidance
January 23 – OCIO distributes third draft to team
January 25 – Last team meeting - discuss remaining changes to third draft
January 29 – OCIO distributes final draft guidance to team
January 30 – Team concurrence on draft via email

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January 31 – Distribute draft guidance to state community for feedback

If necessary, any remaining guidance not completed in January could be finished and distributed to the community in one or two other releases in the February timeframe. This approach assumes that the guidance will be relatively concise and short.

Related Activities following this initiative
Other activities following this initiative could include providing employee education and awareness and contracting for cloud storage solutions that meet state requirements.